

TESTING SERVICES COMPANY REDUCES TURNAROUND TIME

ABOUT BUREAU VERITAS. Bureau Veritas Minerals (BVM, formerly Inspectorate America) provides independent inspection, sampling, and testing services through a network of laboratories strategically located in key trading locations around the world. The Sparks, Nevada laboratory has 10 employees and services the mining industry, providing analytical results from sample preparation, geochemical analysis, and fire assay services.

THE CHALLENGE. Bureau Veritas Minerals found itself in an increasingly competitive market, with demands for faster turnaround times. The company decided to invest in continuous improvement and workplace organization to gain a competitive edge. BVM contacted Nevada Industry Excellence (NVIE), a NIST MEP affiliate, to request a customized project that would help the company to better serve customers, meet demand, and uphold its quality management system through improved workplace organization.

MEP CENTER'S ROLE. NVIE recommended 5S for BVM, a workplace organization tool that stands for Sort, Set in Order, Shine, Standardize, and Sustain. NVIE conducted a gap analysis to determine the scope of the project, and identified multiple resources to assist BVM in the 5S implementation. The company chose Creating Effective Organizations to facilitate the 5S workshops, and cross-functional teams from BVM received classroom training followed by practical application of each 5S principle. Employees had the opportunity to interact with a hands-on mentor throughout the process. The successful implementation of the 5S system produced a culture change that reduced turnaround time, improved process efficiency, and maintained service quality.

As a result, BVM is better positioned in the market. After the 5S implementation, a client toured their facility and was impressed with their visual organization and cleanliness of the operation; they were confident in their attention to detail and felt extremely comfortable with BVM supporting their business needs. The company saw a return on its training investment within six months of the 5S implementation, and is now better positioned to take its competitiveness to the next level. With the support of NVIE, BVM will look to incorporate other Lean Manufacturing principles into its growth strategy as the company continues to build a culture of continuous improvement.

"Working with NVIE was certainly a key success factor for our 5S implementation. I would not hesitate to recommend NVIE to help with any future business development planning/education and training and to use their numerous resources available."

-Eric Dominguez, HSE and Quality Manager

RESULTS



100% return on \$8,500 investment in 6 months



All 10 staff trained in 5 sessions of 5S

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